

IRC

WASH SYSTEMS SYMPOSIUM | PROGRAMME

All systems go!

12- 14 March 2019 | The Hague, The Netherlands

symposium@ircwash.org
www.ircwash.org/symposium



50 years of IRC.
WASH systems that transform lives.



All systems go!

When we turn on a tap or flush a toilet, we rarely consider what lies behind these seemingly simple acts. We are blind to the complexity of our water and sanitation systems, and so we underestimate what it takes to provide us with water and sanitation services.

Water, sanitation and hygiene (WASH) service delivery exists within a complex system—**the WASH system**. This refers to the whole network of people, organisations and institutions and to the infrastructure, resources and behaviours that make WASH services a reality¹.

All systems go! serves to identify where we are, and where we need to go to create strong and resilient WASH systems at local and national levels. The symposium is aimed at senior practitioners, policy makers and thinkers from the WASH sector and beyond. It will showcase state-of-the-art thinking meant to accelerate our collective learning and to strengthen our professional expertise in system-thinking.

It is time to deliver solutions that last. All systems go! will provide valuable skills-building opportunities and the ability to participate and engage with leading experts. Familiarise yourself with the latest WASH tools, interact with the rich diversity of content and work with your peers to identify the solutions that will propel us towards making universal access to WASH services a reality.



scan for the
working paper

¹ Huston, A. and Moriarty, P., 2018. Understanding the WASH system and its building blocks : building strong WASH systems for the SDGs.

Welcome to The Hague!

The whole IRC team and I are looking forward to spending the 12-14 March with you at All systems go! I'm convinced that, with your input, this meeting has the potential to mark an important turning point for the water, sanitation, and hygiene sector.

With the audacious vision of the sustainable development goals, there is urgent need to change how we work; to improve the quality and reach of public services like water and sanitation.

This can only be done through building strong and inclusive local and national systems. Over these three days you, our participants from around the world, will present state-of-the-art thinking and practical experiences to advance

our collective understanding about how to do this; mapping out how strong systems can help to achieve the Sustainable Development Goals by 2030.

You will also have an opportunity to help us celebrate our 50th Birthday in a suitably meaningful way! Thank you for being part of a learning sector and see you soon!



Patrick Moriarty
IRC CEO

IRC



IRC is an international think-and-do tank that works with governments, NGOs, businesses and people around the world to find long-term solutions to the global crisis in water, sanitation and hygiene services. At the heart of its mission is the aim to move from short-term interventions to sustainable water, sanitation and hygiene services.

With 50 years of experience, IRC runs programmes in more than 25 countries and large-scale projects in six focus countries in Africa, Asia and Latin America. It is supported by a team of over 100 staff across the world.

www.ircwash.org

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Join the conversation online!

#Allsystemsgo
#WASHsystems
@IRCWASH



Free WiFi Fokker
Terminal



All system go!
mobile app



Symposium
proceedings





Overview by day

12 March | Discover and provoke

DAY OVERVIEW

THEMATIC AREA AND TRANSLATION AVAILABILITIES

■ GP General programme
■ SH Sanitation and hygiene services
■ SW Safe and sustainable water

■ F Financing WASH
■ FS Fragile states
■ M Measuring and learning

■ CB Skills building workshop
 (SP) Spanish translation will be available
 (FR) French translation will be available

09.00 - 10.30	10.30 - 11.00	11.00 - 11.30	11.30 - 12.00	12.00 - 12.30	12.30 - 13.00	13.00 - 13.30	13.30 - 14.00	14.00 - 14.30	14.30 - 15.00	15.00 - 15.30	15.30 - 16.00	16.00 - 16.30	16.30 - 17.00	17.00 - 17.30
OPENING PLENARY Setting the scene and exploring WASH systems change (SP & FR)	BREAK	GP1: Reforming our way to sustainable WASH systems - Room 4 GP2: Understanding local needs and unlocking latent capacity - Room 1			LUNCH		GP3: District wide approaches: What is a district WASH plan and how do we get there? (FR) - Plenary GP12: The role of integrity and civil society in strong public service systems (FR) - Room L8				BREAK			CLOSING PLENARY Where we are now (SP & FR)
			SH1: Introduction to the overarching theme of sanitation systems thinking - Room 6				SH2: Systems challenges in urban and rural sanitation - Room 3					GP4: Embracing complexity: thinking in systems and what it means for WASH (FR) - Room 8		
			SW1: Overcoming rural water supply challenges - Room 3				SW2: Water safety planning within the WASH systems context - Room 5					SH3: Strengthening sanitation and hygiene in the WASH systems conceptual framework - Room 5		
			F1: Getting the foundations right for sustainable financial solutions - Room 7				F2: What is needed for a country to prepare and implement a robust WASH financing strategy? - Room 7					SW3: Progress in Latin America and Asia: what drives service delivery improvements? (SP) - Plenary		
			FS1: Systems strengthening in Fragile states: rethinking the conceptual framework for fragile contexts (FR) - Room 8									F3: Results-based financing (RBF) in WASH: opportunities and lessons learned - Room 7		
			M1: Beyond building blocks: identifying and monitoring dynamic drivers of functional WASH systems - Room 5				M2: Understanding and assessing the WASH system - Room 6					FS2: Adapting to fragile contexts: choices, dilemmas, and consequences that relate to working in fragile contexts - Room 2		
												M3: Understanding the outcomes of WASH System Strengthening in complex settings - Room 4		

12 March | Discover and provoke

All systems go! aims to advance the use of system-based approaches to make universal access to WASH a reality for all. The first day will focus on setting the scene. Discover how holistic thinking has and can lead to lasting change. Sessions on this day will lay the foundation for the event and have been crafted to provoke and to promote discourse.



DAY PROGRAMME

Time: 07.30 - 09.00

REGISTRATION

Time: 09.00 - 10.30

OPENING PLENARY - Setting the scene and exploring WASH systems change

Spanish and French translations will be available

Welcome from hosts Ikenna Azuike, and Patrick Moriarty, IRC

This opening session provides important framing and invites all participants to reflect on their role in the system. Through a combination of keynotes, audience participation, and even a game show, we will introduce some shared vocabulary and set the intention for the event.

Opening remarks:

Reina Buijs, Director General for International Cooperation at Ministry of Foreign Affairs

Robert Bos, Chair of IRC's Supervisory Board

Opening keynotes:

Learning to dance with the system - and not stand on anyone's toes Patrick Moriarty, CEO, IRC

Corruption: the shadow system

Barbara Schreiner, Executive Director, Water Integrity Network

Go systems go! A gameshow full of surprises

Featuring several of the Symposium's thematic experts!

Time: 10.30 - 11.00

BREAK

Time: 11.00 - 12.00

SH1: Introduction to the overarching theme of sanitation systems thinking (dialogue)

Convenors: Eawag / IRC

Location: Room 6

Providing equitable and sustainable services for rapidly growing urban areas requires an integrated approach that affects basic service provision including water supply, sanitation, drainage and solid waste management. Sustainable services must address the entire sanitation service chain, offer robust service-based business models, and be affordable for the people living at the base of the pyramid (BOP). In this opening session we will debate contemporary thinking on urban sanitation systems thinking including the sanitation service value chain and more holistic urban development frameworks. What do effective decision support tools need to address to gain traction?

Presenters/contributors:

Dr. Elizabeth Tilley / University of Malawi, Dr. Meera Mehta / CEPT University

M1: Beyond building blocks: identifying and monitoring dynamic drivers of functional WASH systems

Convenor: WaterAid

Location: Room 5

Recognising the complex and dynamic nature of transformational systems change, this session will explore how WASH sector practitioners can deepen their assessment of WASH sector performance beyond static building blocks, and identify ways to more effectively monitor the iterative and dynamic markers of a functional WASH system.

Presenters/contributors:

Clare Battle / WaterAid; Heather Skilling / DAI; Elizabeth Jordan / USAID

Time: 11.00 - 12.30

GP1: Reforming our way to sustainable WASH systems

Convenor: IRC

Location: Room 4

Drinking water is as old as life itself. When sources were not yet polluted, people would fetch it directly everywhere in the world. The development of settlements (cities) and awareness of health risks of polluted sources has started the development of drinking water as a sector. The focus of the session will be on how an economic understanding of what is triggering change can help shaping reforms. Does understanding of the tension and balance between water as a human right (or public good) and charging users for water system costs (water as a private good) tell us how to strategize sector reforms? What can water sectors in developing countries learn from the evolution of the water system in the Netherlands?

Presenters/contributors:

Bethlehem Mengitsu / WaterAid Ethiopia, Dr. David Zetland / Leiden University, Eng. Joseph Oriono Eyatu / Ministry of Water and Environment, Uganda; John Butterworth / IRC Ethiopia; Laura Brunson / MWA; Tamene Chaka / Ethiopia WASH Alliance; Jane Nabunnya / IRC Uganda

GP2: Understanding local needs and unlocking latent capacity

Convenor: IRC

Location: Room 1

WASH meets Education? There are capacity gaps in government institutions at various levels to deliver sustainable water and sanitation services to communities and citizens worldwide. Is it possible for governments to achieve SDG 6 with inadequate staffing and knowledge and skills? Achieving the SDG goals for water and sanitation – in time - requires a new way of working. While the scope of work has changed, education often has not. This session will explore capacity issues, present and discuss experiences and initiatives in different countries and also look into some interesting solutions to address capacity building at local levels.

Presenters/contributors:

Nitya Jaco / IRC; Sophy Ny / WaterSHED; Pam Furniss / The Open University; Mike Morris / Independent consultant, Muhammed Ebrahim Mussa / IRC Ethiopia; Tereza Nega / IRC Ethiopia; Betelhem Hailegios / IRC Ethiopia; Viju James / Independent consultant

SW1: Overcoming rural water supply challenges

Convenor: Richard Carter and Associates, Ltd.

Location: Room 3

Rural water services have a long history of poor performance and low sustainability. Addressing these realities is essential for achieving water development targets. Many factors, however, that range from insufficient financial resources to a lack of accountability among management structures, contribute to slow advances. The goals of this session are to explore rural water development from different perspectives and in different settings to establish the scope of the challenges and the determinants of progress.

Presenters/contributors:

Johanna Koehler / Oxford; Anjil Adhikari / Oxfam; Azeb Tadesse Awoke / CARE Ethiopia; Richard Carter / Richard Carter & Associates, Ltd.; Donald John MacAllister / British Geological Survey

F1: Getting the foundations right for sustainable financial solutions

Convenor: Water.org / World Bank / IRC

Location: Room 7

Mobilising blended finance to successfully and sustainably address the SDG 6.1 and 6.2 financing gap will require more than innovative or sophisticated financial vehicles and mechanisms. To move to scale, private and public investment hinges upon core foundational issues being addressed in the water sector by service providers, regulators and other enabling environment stakeholders. This session, building upon the paper of the same name to be launched at the Symposium, will unpack what is meant by the enabling environment for finance in WASH and presents real examples of how these bottlenecks are being overcome by innovators in the sector.

Presenters/contributors:

Catarina Fonseca / IRC; Joel Kolker / World Bank; Lesley Pories / Water.org; Paula Beens / DGIS; Christopher Flensburg / SEB; Moses Ssonko / Ministry of Finance, Planning and Economic Development of Uganda; Ing. Worlanyo Kwadjo Siabi / Ministry of Sanitation and Water Resources, Ghana; **Moderator:** Jeffrey Goldberg / USAID

FS1: Systems strengthening in Fragile states: rethinking the conceptual framework for fragile contexts

Convenors: Oxfam UK / Water for Good

Location: Room 8

French translation will be available

By 2030 half of the world's poor are expected to live in fragile conditions rising from less than 20% today. Currently more than 40% of the world's population lives in water scarce areas with roughly 1/4 of global GDP exposed to water scarcity. However, most work on testing approaches for systems strengthening have focussed on more 'stable' contexts. This session introduces key questions for the week and takes the discussion beyond the humanitarian and development dichotomy, requiring a rethink starting in the context of fragility rather than in the context of pre defined programming outlines.

Presenters/contributors:

Joanna Trevor / Oxfam, Zachary Borrenpohl / Chemonics

Time: 12.30 - 13.30

LUNCH

Time: 13.30 - 15.00

SH2: Systems challenges in urban and rural sanitation

Convenors: i-San / Aga Khan Foundation

Location: Room 2

We know that many current approaches do not work to realise the goal of universal access to sustainable sanitation and hygiene services. What are the challenges we need to overcome to drive to universal access at scale? Do we know what it takes to achieve SDG target 6.2? How can we ensure that no one is left behind? What business models are available to deliver sustainable services? What is being done to build strong and resilient national and subnational WASH systems that deliver sanitation and hygiene services that meet people's needs?

Presenters/contributors:

Pippa Scott / i-san; Andrés Hueso / WaterAid; Cathy Stephen / Plan

SW2: Water safety planning within the WASH systems context

Convenor: WHO

Location: Room 5

In 2004, Water Safety Plans (WSPs) emerged as a pro-active, systematic approach to identifying and managing risks to drinking-water supplies, representing a shift away from over-reliance on end-product testing, a more holistic system management approach. WSPs have been implemented in more than 90 countries and this trend in increased implementation is expected to continue with the SDG call for "safely managed" water supplies. Further, while considerable efforts have focused on strengthening the enabling environment to support WSP sustainability, key challenges threaten the long-term effectiveness and sustainability of many WSPs. Therefore, it is an opportune time to reflect on experiences to-date with WSP implementation and broader WASH systems strengthening and apply these lessons to improve the sustainability of WSPs and their impacts.

Presenters/contributors:

Bruce Gordon / WHO; Caroline Delaire / Aquaya; Annabelle May / Drinking Water Inspectorate, UK; Bettina Rickert / Federal Environment Agency, Germany; Joel Koelker / World Bank; Stef Smits / IRC

M2: Understanding and assessing the WASH system

Convenors: IRC / UNICEF / WSUP

Location: Room 6

Strengthening WASH systems needs approaches and methodologies for diagnosis of the system to understand and decide on the changes needed. The frameworks of analysis break the system down into elements for assessing the elements and the dynamics between them. The tools that have been developed by WSUP (Water & Sanitation for the Urban Poor), UNICEF and IRC for WASH system diagnosis will be discussed during this session. The focus of the discussion will be on common challenges of using the tools and on the new opportunities, they provide. Another question that will be debated is the potential synergy between the three tools and need for alignment of the methods.

Presenters/contributors:

Guy Hutton / UNICEF; René van Lieshout / IRC; Jonathan Stokes / WSUP; **Moderator:** Stef Smits / IRC

Time: 13.30 - 15.30

GP3: District wide approaches: What is a district WASH plan and how do we get there?

Convenors: Millenium Water Alliance (MWA) / Agenda for Change

Location: Plenary

French translation will be available

This session will provide an overview and specific examples of the process of district-wide long-term planning along with perspectives from NGOs and government partners. Detailed information about tools and approaches that have been used in different countries will be shared along with lessons learned and time for audience engagement through questions and discussion.

Presenters/contributors:

Ethiopia: Tedla Mulatu / MWA; **Ghana:** Vida Duti / IRC Ghana; Georges Padmore Mensah / Asutifi North; Benjamin Agbemor / IRC Ghana; Cate Nimanya / Water for People; **Rwanda:** Perpetue Kamuyumbu / Water for People; Mulindwa Prosper / Rulindo District; Maurice Kwizera / WaterAid; **Nepal:** Surendra Gautam / Welthungerhilfe; Will Tillett / Aguaconsult **Burkina:** Richard Bassono / IRC; Aboubakar Hema, Banfora municipality **Facilitators:** Julia Boulouvar / Aguaconsult; Laura Brunson / MWA

GP12: The role of integrity and civil society in strong public service systems

Convenors: Water Integrity Network / Fresh Water Action Network, Mexico (FANMEX) / Watershed

Location: Room 8

French translation will be available

This session will provide an overview and specific examples of the process of district-wide long-term planning along with perspectives from NGOs and government partners. Detailed information about tools and approaches that have been used in different countries will be shared along with lessons learned and time for audience engagement through questions and discussion.

Presenters/contributors:

Erma Uytewaal / IRC, Elynn Walter / IRC; Teun Bostemeijer / Water Integrity Network; Meg agbor, Chameg

F2: What is needed for a country to prepare and implement a robust WASH financing strategy?

Convenor: UNICEF

Location: Room 7

Improving the level and efficiency of sector financing is a critical precondition for countries to meet their national WASH targets. First, countries need to understand what are the costs of meeting targets as well as current spending, to assess what additional resources are required and what existing or new sources of financing could be mobilised to close the gaps. However, few countries have defined or implemented comprehensive WASH financing strategies, using good data and evidence of what works. Why is this the case? This session explores what are the challenges to defining WASH financing strategies and the bottlenecks to implementing them. The session presents case studies covering sector, sub-national (decentralisation) and service provider levels in Kenya, Uganda and Burkina Faso, and it draws on participant group work to identify challenges and propose solutions.

Presenters/contributors:

Guy Hutton / UNICEF; Moses Ssonko / Government of Uganda; Regina Rossman / GIZ; Dirk Schaeffer / GIZ Kenya; Dirk Schaeffer / GIZ; Dawda Jawara, UNICEF; Evariste Kouassi-Komlan / UNICEF; **Moderator:** José Frade

Time: 15.30 - 16.00

BREAK

Time: 16.00 - 17.00

GP4: Embracing complexity: thinking in systems and what it means for WASH

Convenor: Sustainable WASH Systems Learning Partnership

Location: Room 8

Translation from French translation will be available

Sustaining WASH services requires a complex interplay between factors and actors. But, how can we make sense of all this complexity? What does it mean to say that a system is complex? This session will explore these issues by introducing basic concepts and key terminology of complex systems, and then illustrate these concepts through a panel of WASH experts who will share their experiences dealing with complex problems in practice. The goal of this session is to help attendees improve their systems-thinking skills so they can recognize and engage with complex problems in their own work.

Presenters/contributors:

Bethlehem Mengistu / WaterAid Ethiopia; Richard Rwabuhinga / Kabarole District, Uganda; Martin Watsisi / IRC Uganda; Sovattha Neou / WaterSHED Cambodia

SH3: Strengthening sanitation and hygiene in the WASH systems conceptual framework

Convenor: German Toilet Organisation

Location: Room 5

WASH systems thinking seem to be significantly further advanced for water supply as compared to sanitation and hygiene. The Sustainable Services Initiative (SSI) is currently developing a discussion paper on "Strengthening Sanitation and Hygiene in the WASH Systems Conceptual Framework" which will be presented and discussed during the session. It is seen as a contribution to the global debate. It provides recommendations for the evolution of the framework, thereby complementing, where possible, the overall WASH systems conceptual framework and acting as a catalyst to foster dialogue between WASH systems thinking advocates and the wider sanitation and hygiene community.

Presenters/contributors:

Robert Gensch / GTO; Will Tillet / Aguaconsult

SW3: Progress in Latin America and Asia: what drives service delivery improvements?

Convenors: Water For People / WaterAid / Avina Foundation

Location: Plenary

Spanish translation will be available

Multiple countries in Latin America and Asia have made substantial progress in expanding water and sanitation services. Efforts in the region include the development of effective regulatory frameworks, strong local leadership, and productive community engagement, and effective public-private partnerships. The results of these programs provide important lessons for realizing similar achievements in other geographies. The goals of this session are to explore successful water supply and sanitation improvement initiatives in Latin America and Asia, and to discuss strategies for promoting south-south collaboration and exchanges of best practices.

Presenters/contributors:

Daniel Oporto / Water For People; Andrés Hueso / WaterAid; Lil Soto / Avina Foundation **Moderator:** Sally Sutton

F3: Results-based financing (RBF) in WASH: opportunities and lessons learned

Convenor: Max Foundation / DFID / SNV

Location: Room 7

The session will explore benefits and challenges of results based financing in WASH through three cases:

- DFID Tanzania's experience supporting a national government programme on rural water supply maintenance systems (2.1 million people),
- Max Foundation's experience in Bangladesh with incentive payments to local partners tied to health outcomes (EKN funded, 1.2 million people),
- SNV's experience implementing the DFID results-based sanitation programme across eight countries (8 million people).

Presenters/contributors:

Lukas Kwezi / DFID Tanzania; Chris Brown / Technical Adviser to the Ministry of Water in Tanzania; Joke Le Poole / Max Foundation; Antoinette Kome / SNV; **Moderator:** Rachel Cardone

FS2: Adapting to fragile contexts: choices, dilemmas and consequences that relate to working in fragile contexts

Convenors: Oxfam UK / Water for Good

Location: Room 2

The session begins with a group quiz that will engage people in discussing the nuances of working in fragile contexts. The game will present people with a dilemma, where they must choose a response with a brief explanation of why. They will then discover the consequences to the response they have chosen. Each dilemma is linked with a building block. The session will close with a case study presented by Oxfam UK to present their experience in how building blocks are a guide but have to be adapted to fragile contexts.

Presenters/contributors:

Dr. Josue Ibulungu / DRC SWIFT Consortium Coordinator

M3: Understanding the outcomes of WASH System Strengthening in complex settings

Convenors: IRC / Cranfield University / IWM

Location: Room 4

Understanding the outcomes and impact of WASH system change is an intricate challenge, especially with reference to equity issues and vulnerable populations. This session will spend 30 minutes detailing a proof-of-concept of a new Water Wellbeing Toolkit that can be used to assess the intended and unintended consequences of sector strengthening for different sectors of a target population and present on the application of the Toolkit among pastoralist populations in the Ethiopian Lowlands. The latter 30 minutes of the session will involve a discussion of the utility of the Toolkit in Ethiopia and within the broader WASH sector as a means for measuring systems change.

Presenters/contributors:

Dr. Paul Hutchings / Cranfield University; Dr. John Butterworth / IRC Ethiopia; Barbara van Koppen / IWM

Time: 17.00 - 17.30

CLOSING PLENARY - Where we are now

Spanish and French translations will be available

Top highlights of the day and getting in the 1968 spirit for IRC's 50th Birthday Dinner!

Hosts: Ikenna Azuike and Patrick Moriarty, IRC CEO

Time: 17.30 - 22.00

EVENING EVENT



IRC 50th Birthday Dinner



IRC 50 BIRTHDAY DINNER

Location: Fokker Terminal

Celebrate IRC's 50 years of transformational change in the WASH sector! All participants are welcome to what we hope will be a lively event full of food and drinks, music and great conversations. Take advantage of this opportunity to get to know other symposium participants in a more relaxed setting and join in on the festivities.

All symposium participants are welcome and encouraged to attend

13 March | Engage, create and collaborate

DAY OVERVIEW

THEMATIC AREA AND TRANSLATION AVAILABILITIES

■ GP General programme
■ SH Sanitation and hygiene services
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09.00 – 10.10	10.10 – 10.30	10.30 – 11.00	11.00 – 11.30	11.30 – 12.00	12.00 – 12.30	12.30 – 13.30	13.30 – 14.00	14.00 – 14.30	14.30 – 15.00	15.00 – 15.30	15.30 – 16.00	16.00 – 16.30	16.30 – 17.00	17.00 – 17.30
<div>MORNING PLENARY</div> <div>Learning from beyond WASH: a focus on health and education systems strengthening (SP & FR)</div>	<div>BREAK</div>	<div>GP5: Health systems: what we can learn, why we must strengthen them and how we can work with them - Room 8</div>				<div>LUNCH</div>	<div>GP7: Blunders, bloopers and foul-ups: a WASH game show. Introducing the Nakuru Accord (SP & FR) - Plenary</div>				<div>GP8: Systems transformation around the world: stories of change from Amsterdam to Accra - Room 5</div>			
		<div>GP6: How to ensure systems leave no one behind? - Room 2</div>					<div>GP9: Integrating WASH and nutrition for stunting reduction: from system collision to sector cohesion - Room 2</div>				<div>GP10: Getting the politics right to ensure ongoing WASH systems delivery - Room 7</div>			
		<div>SH4: Toward resilient systems for sanitation and hygiene services provision - Room 4</div>					<div>SH5: The new WHO guidelines on sanitation and health - Room 5</div>				<div>SH6: City-Wide Inclusive Sanitation (CWIS) - Room 3</div>			
		<div>SW4: Innovations in rural water maintenance models - Room 6</div>					<div>SW5: Realising the piped water dream - Room 4</div>				<div>SW6: Leave no one behind: the role of self-supply in reaching everyone - Room 1</div>			
		<div>F4: Tracking financial flows and developing WASH accounts: key results and future perspectives (SP & FR) - Plenary</div>					<div>F5: Financing WASH for the mile: how to invest in water and sanitation systems with negative return on investment? - Room 8</div>				<div>F6: The critical role of governments and political will in WASH finance (SP & FR) - Plenary</div>			
		<div>FS3: Fostering systems change in Fragile states: economic and market based approaches - Room 5</div>					<div>M4: Introduction to a variety of tools and approaches to monitoring/measuring WASH systems - Room 7</div>				<div>FS4: Strengthening monitoring and information systems in fragile contexts (FR) - Room 8</div>			
		<div>CB1: Exploring the complexity of local WASH systems. A participatory factor mapping workshop - Room 1</div>					<div>CB2: WASH planning from a systems perspective- what to ask, who to involve, when to do this - Room 2</div>				<div>M5: Networked for action: understanding coalition networks for WASH service sustainability - Room 4</div>			
<div>CLOSING PLENARY</div> <div>WASH services for all (SP & FR)</div>														

13 March | Engage, create and collaborate

Primed with a foundation on systems-thinking, participants will look to sectors beyond WASH for inspiration on promising solutions to apply in their work. The interactive sessions will be geared towards fostering engagement and will include many opportunities to collaborate with fellow participants and take a fresh perspective on the systems we work in every day.



DAY PROGRAMME

Time: 07.30 - 09.00

REGISTRATION

Time: 09.00 - 10.10

MORNING PLENARY - Learning from beyond WASH: a focus on health and education systems strengthening

Spanish and French translations will be available

Welcome to the day from hosts Ikenna Azuike, and Juste Nansi, Director, IRC Burkina Faso

We will hear from experts in education and the health sectors to explore what systems thinking means for different types of public services and to help reframe our own understanding of WASH.

Keynote speech:

Peter Laughern, CEO of the Conrad N. Hilton Foundation

Keynote presentation and panel: Understanding health systems thinking and what it means for WASH

Health systems paradigm shift and what it means for WASH

Dr. Gilbert Buckle, Chairman of the Healthcare Federation of Ghana

Panel discussion

George Padmore Mensah, District Coordinating Director, Asutifi North District, Ghana.

Bruce Gordon, Coordinator of Water, Sanitation, Hygiene and Health at the World Health Organization

Time: 10.10 - 10.30

BREAK

Time: 10.30 - 12.00

SH4: Toward resilient systems for sanitation and hygiene services provision

Convenors: IRC / WaterSHED Cambodia / National Institute of Urban Affairs, New Delhi (NIUA)

Location: Room 4

This session explores a spectrum of different sanitation and hygiene contexts. It looks at the transition between problem-oriented approaches that respond to immediate needs or symptoms of failing systems (crisis response, lack of infrastructure) towards a more holistic approach to promoting the development and emergence of local and national systems for service delivery.

Presenters/contributors:

Andrew Smith / IRC consultant; John Butterworth / IRC Ethiopia; George Revell / WaterSHED; Sophy Ny / WaterSHED; Mimi Jenkins / University of California; Depinder Kapur / NIUA; Jyoti Dash / NIUA; Simone Klawitter / UNICEF

SW4: Innovations in rural water maintenance models

Convenor: Aguaconsult

Location: Room 6

In response to poor sustainability of traditional rural water supply arrangements, specifically those relying on community-based management, various models are emerging to address the critical challenge of maintenance. There is growing recognition that revenues generated through user tariffs may not be sufficient to support on-going operations and maintenance and as a result, there is interest in increasing operating efficiencies, public-private partnerships and subsidized financing to improve service quality. In this session, we present emerging approaches to rural water supply maintenance and discuss the requirements for scaling these efforts from a systems perspective.

Session chair: Harold Lockwood / Aguaconsult

Presenter/panellist: Cliff Nyaga / FundiFix, Kenya

Presenter: Adam Harvey / Whave, Uganda; David De Armev / Water for Good; Nicolaas van der Wilk / UDUMA, Mali; Caleb Cord / University of Colorado Boulder Sustainable WASH Systems Learning Partnership, USA; Pranav Chintalapati / University of Colorado Boulder, Sustainable WASH Systems Learning Partnership

Panellist: Yemane Gebreegziabhe / SNV Tigray, Ethiopia; Martin Watsisi / IRC Uganda; Adrienne Lane / Water For Good, Central African Republic; Liz Buhungiro / Whave, Uganda

FS3: Fostering systems change in Fragile states: economic and market based approaches

Convenors: Concern Worldwide / Helvetas

Location: Room 5

The relevance of applying a systems approach to improve coverage and sustainability of WASH services is recognised. But what are appropriate methods and tools that support the operationalisation of such a systems approach? And what are such methods and tools that proved promising in a fragile context? The session aims at facilitating exchanges of practical experience related to the operationalisation of a systemic approach in fragile states. A specific focus will be on how to ensure financial viability in a fragile context. The session will be launched with two illustrative examples from Haiti and DRC. Experience sharing will then be facilitated around key questions in a World Café set-up.

Presenters/contributors:

Valérie Cavin / Helvetas; Franck Flachenberg / Concern Worldwide; Agnes Montangero / Eawag; Mathias Pierre, Lucien Blaser / Helvetas

Time: 10.30 - 12.30

GP5: Health systems: what we can learn, why we must strengthen them and how we can work with them

Convenors: WHO / UNICEF / WaterAid

Location: Room 8

This session will provide an opportunity to better understand and adopt health systems strengthening approaches to facilitate sustainable improvements in WASH-related systems in health care settings. It will be aimed at both WASH and health partners with an interest in case-studies of systems thinking and approaches taken from the health sector as well as WASH stakeholders seeking practical examples of how to collaborate with the health sector.

Presenters/contributors:

Alison Macintyre, Helen Hamilton / WaterAid, Maggie Montgomery; Arabella Hayter / WHO, Silvia Gaya, Nabila Zaka, Irene Amongin; Dr. Gilbert Buckle / Chairman of the Healthcare Federation of Ghana

GP6: How to ensure systems leave no one behind?

Convenors: WaterAid / SDG Consortium / WASH United

Location: Room 2

Achieving inclusive, sustainable WASH access requires a shift in mind-set for all WASH actors and the integration of gender and social inclusion throughout the whole system. Stakeholders must understand their different roles and responsibilities for the realisation of everyone's rights to water and sanitation and translate this into decision-making. This participatory session shares lessons from the implementation of innovative approaches that empower local governments to integrate rights-thinking into their everyday work, and support the integration of gender and social inclusion into broader WASH systems change initiatives. Interactive exercises will encourage participants to learn and contribute their own ideas and experiences.

Presenters/contributors:

Bethlehem Mengistu / WaterAid Ethiopia; Thavin So / WaterAid Cambodia; Sara Ahrari / Simavi; Mascha Singeling / Plan; Sharon Roose / SNV; **Chair/moderator:** Hannah Crichton-Smith / WaterAid UK ; Eva Duarte Davidson / Simavi

F4: Tracking financial flows and developing WASH accounts: key results and future perspectives

Convenors: WHO / IRC

Location: Plenary

Spanish and French translations will be available

This session will focus on key results and experiences from countries implementing TrackFin. TrackFin is a globally-accepted methodology to track financial flows into and within the water, sanitation and hygiene (WASH) sector, which provides governments with stronger evidence for decision-making. At the event, the World Health Organization (WHO) and IRC will share results and the impact of TrackFin and discuss TrackFin in the years to come.

TrackFin representatives from Burkina Faso, Ghana and Uganda will share their experiences during a panel discussion, with insights from development partners. The session will be an opportunity to continue to strengthen the TrackFin community, the development of WASH accounts at national level and foster greater interest in tracking financial flows for better decision-making.

Presenters/contributors:

Fiona Gore / WHO; Juste Nansi / IRC Burkina Faso; Jeff Goldberg / USAID; Moses Ssonko / Ministry of Finance, Uganda; Radu Ban / Bill and Melinda Gates Foundation; **Moderator:** Bruce Gordon / WHO

CB1: Exploring the complexity of local WASH systems. A participatory factor mapping workshop

Convenors: Sustainable WASH Systems Learning Partnership

Location: Room 1

This workshop will present a how-to guide and demonstration of an interactive group model building approach to exploring the complexity of local WASH systems. Attendees will learn about the 'Factor Mapping' process and learn how to facilitate conversations around complex systems. No prior knowledge of systems or expertise is required. Systems neophytes and skeptics welcome!

Time: 12.30 - 13.30

LUNCH

Time: 13.30 - 15.00

GP7: Blunders, bloopers and foul-ups: a WASH game show. Introducing the Nakuru Accord

Convenors: University of Leeds / FSM Fail

Location: Plenary

Spanish and French translations will be available

Shit happens, but it doesn't always have to! Through an interactive game show we facilitate sharing and understanding that things do go wrong in WASH, sometimes at the expense of communities, often at the expense of donors, yet we can learn from our mistakes and improve the way we operate.

Presenters/contributors:

Dani Barrington / University of Leeds

SH5: The new WHO guidelines on sanitation and health (interactive session)

Convenor: WHO

Location: Room 5

Sanitation is a fundamental foundation of human health and development. Yet, progress on sanitation have been too slow and evidence shows that health impacts from sanitation interventions can be greatly improved.

WHO recently launched its first comprehensive guidelines on sanitation and health to promote safe sanitation systems and practices. The guidelines summarize the current evidence on the links between sanitation and health, provide evidence-informed recommendations, and offer guidance for international, national and local sanitation policies and programme actions. The guidelines also articulate and support the role of health authorities in sanitation policy and programming to help ensure that health risks are identified and managed effectively.

Presenters/contributors:

Sophie Boisson / WHO; Bruce Gordon / WHO

SW5: Realising the piped water dream

Convenor: WaterAid

Location: Room 4

Realising aspirations for inclusive 'piped on premises' drinking water, achieving public health benefits and significantly better service levels will require significant understanding and innovation that addresses the social, technical, financial, and institutional requirements for constructing and managing piped water supply systems. With only 20% of rural dwellers presently receiving safely managed water, and the estimated cost of achieving the higher level of service estimated at three times current spending, this session will review progress and the implications for expanding, sustaining and improving the service levels provided by piped water in low-resource rural settings.

Session lead and chair: Vinny Casey

Moderator: Ranjiv Khush / Aquaya

Presenters: Mike Barbee / Water4 ; Richard Franceys / consultant; Charles Yeboah / Safe Water Network; AJ Karon / Aquaya; Hester Foppen / Aqua for All

F5: Financing WASH for the mile: how to invest in water and sanitation systems with negative return on investment?

Convenor: Oxfam

Location: Room 8

The lack of sustainable WASH services infrastructure sustainability in more difficult vulnerable and remote contexts has been documented for decades. We blame it on ineffective community management and poorly governed local institutions. We sometimes involve private sector in delivery, but it never scales. We try to enroll socially-minded impact investors, but they say that investing in these types of systems is not interesting for them there is no money in providing services to the poor. There's no 'win-win' situation in these contexts where we can make both make profits and serve poor people - the numbers just don't work out.

We believe innovations in both program delivery and funding mechanisms are necessary to drive sustainability in these 'difficult' contexts. In this session Oxfam GB, Social Finance & Le Fil Consulting will share data and analysis methods from 'deep dives' in chronically vulnerable contexts in Kenya and Nepal, and challenge pre-conceived notions on sustainability in these contexts – on both the funding and implementation sides.

Presenters/contributors:

Tom Wildman / Oxfam GB; Rob Mills / Social Finance; Jessica Graf / Le Fil Consulting; Irene Gai / Oxfam Kenya; Anjil Adhikari / Oxfam Nepal

M4: Introduction to a variety of tools and approaches to monitoring and measuring WASH systems

Location: Room 7

A systems marketplace. There are a wide variety of tools and techniques that are useful in understanding and evaluating the complexity of the social-political-environmental systems surrounding WASH interventions. This session introduces some tools and techniques via a series of short presentations of the tools and the contexts where they have been found to be useful. The short pitches are followed up with an opportunity to dig deeper into the techniques that interest you in small groups - world cafe style. If you are wondering about the "how" of monitoring systems and want to talk with experienced practitioners, this is the session for you.

Presenters/contributors:

Yemane Gebreegziabher / SNV, IWET consortium Ethiopia; Allison Salinger / WaterSHED; Hagere Belete / Water, Mines & Energy Department, Jinka, South Omo; Joseph Pearce / IRC; Jonathan Stokes / WSUP; Rich Fromer / École de technologie supérieure de Montréal (ÉTS); Geoff Revell / Université d'État d'Haïti (UEH); Diana Benikhlef, Université Quisqueya (uniQ); Radu Ban / BMGF **Moderator:** Dr. Kate Neely

CB2: WASH planning from a systems perspective—what to ask, who to involve, when to do this

Organiser: Dr. Gilbert Buckle

Location: Room 2

Join keynote speaker Gilbert Buckle for an interactive workshop on planning WASH in healthcare facilities from a systems perspective: The objective is to build participants capacity to:

1. Be able to make a case for WASH in health care facilities and in the field of healthcare
2. Be able to assess the WASH readiness of a HCF, how do you assess and determine what is possible? Participants will learn to appreciate the readiness of a HCF in order to design interventions and services
3. Have the critical leadership and management skills and mind-sets needed to champion and design for and implement WASH in HCFs.

Presenters/contributors:

Dr. Gilbert Buckle / Chairman of the Healthcare Federation of Ghana

Time: 15.00 - 15.30

BREAK

Time: 15.30 - 16.30

GP8: Systems transformation around the world: stories of change from Amsterdam to Accra

Convenors: WASHNote / Wattopia / GWC / DRIFT

Location: Room 5

In this session we will learn from other sectors who face or have achieved transformative change requiring multi-stakeholder collaboration, long term commitment, and knowledge and information sharing. The session will feature experiences from the Dutch energy and housing sectors, as well as a sample of insights from around the world. Objectives and key questions for learning:

- How does learning and change take place in complex systems?
- Identify lessons relevant to WASH and inspire reframing of WASH issues

Gain insights on how to communicate and talk about complex multi-stakeholder change processes.

Presenters/contributors:

Tessa de Geus / DRIFT; John Duti / GIZ; Marten Witkamp; Wattopia; Felix Knipschild / Wattopia & WASHNote; Nick Dickinson / WASHNote; Brian Banks / Global Water Challenge; **Moderator:** Erma Uytewaald

GP9: Integrating WASH and nutrition for stunting reduction: from system collision to sector cohesion

Convenors: Max Foundation / Hillaria International

Location: Room 2

A lively session with participants sharing practical tips for ensuring cohesive WASH and nutrition interventions (and avoiding problems when sectoral systems collide).

We touch on:

- **WHY:** reduction of stunting of infants and young children. Hygiene (WASH) and nutrition link to environmental enteropathy (EE) and diarrhoea, and bottom-line, to stunting
- **WHAT:** evidence of what works is mixed. We can, however, draw on guidelines of what could be included (baby WASH, animal faeces control, nutrition-sensitive and nutrition-specific interventions)
- **HOW** to tackle systems change across sectors (e.g. which actors are essential and at what levels? How to foster coordination/cohesion for better results)?

Presenters/contributors:

Christopher McGahey / Hillaria International; Suzan van der Wilt / Max Foundation; **Moderator:** Arabella Hayter /WHO; **Table hosts:** Plan International Nederland; German WASH Network; Max Foundation

SH6: City-wide inclusive sanitation (CWIS)

Convenor: Bill and Melinda Gates Foundation

Location: Room 3

City-Wide Inclusive Sanitation (CWIS) is a system approach to mainstream Fecal Sludge Management (FSM) into urban sanitation. CWIS represents a move away both from a) traditional approaches to urban sanitation based on centralized systems that provide limited and unequal coverage and b) pilot FSM interventions driven by NGOs independent from formal service authorities. CWIS promotes sustainable system change based on principles of equity, safe management of excreta, resource recovery, diverse technologies (sewer and non-sewer), comprehensive long-term planning, political will, and accountability. Specific examples of CWIS approaches from South Asian and Sub Saharan African cities will be presented to illustrate these principles.

Presenters/contributors:

Radu Ban / Bill and Melinda Gates Foundation

SW6: Leave no one behind: the role of self-supply in reaching everyone

Convenor: Rural Water Supply Network (RWSN)

Location: Room 1

Everyone is talking about leaving no one behind and universal coverage— but what does that actually mean? In particular, how do government entities, donors, NGOs and UN organizations put this into practice? This session will focus particularly on the challenges related to reaching out to the people living in sparsely populated rural areas.

The session is designed to spark discussion around the question of how to reach the hard to reach (sometimes referred to as “last mile”) in a given area, and how to make sure 100% of the population in an area have access to at least basic services (and how to move everyone else further up in a next step). The nature of this challenge, in practice, is strongly related to settlement pattern and density as well as water resources availability.

Presenters/contributors:

Matthias Saladin / Skat; Lemessa Mekonta / IRC Ethiopia

FS4: Strengthening monitoring and information systems in fragile contexts

Convenors: IRC / Water for Good

Location: Room 8

Frequently in fragile states, water points are not monitored, and information collection and dissemination are non-existent. These shortcomings typically result in negative outcomes for the water users, such as broken water points not being fixed, poor maintenance planning and lack of advocacy. This session will explore the effects of shifting local stakeholders from data-poor to data-rich. Critical discussion points will center around using data more effectively to: shift maintenance higher up the agenda, support improved allocation of budgets for sustaining services, support actors to find new ways to provide maintenance services – in short, use data to strengthen systems.

Presenters/contributors:

Donavon Favre / Water for Good; Crépin Prosper / Water for Good WASH Expert; Evan Thomas / University of Colorado Boulder; John Butterworth / IRC Ethiopia; Petros Birhane, Haimanot Assefa

M5: Networked for action: understanding coalition networks for WASH service sustainability

Convenors: Sustainable WASH Systems Learning Partnership (SWS)

Location: Room 4

The purpose of this 60-minute session is to discuss the opportunities and challenges of applying network analysis to understand networks in WASH collective action efforts. Brief presentations will describe the process that was employed in each context. We intend the session to generate discussion on:

- The value of employing network analysis
- What worked well and what could be improved
- Contextual differences to consider in choice of data collection and analysis methods
- Decisions regarding the goal of network analysis (monitoring and evaluation tool)
- Strategic analysis tool and what and how to share information with the coalitions
- What collective action elements network analysis can be employed to address

Diana Harper / LINC; Duncan McNicholl / Independent Consultant; Pauline Kiamba / Rural Focus; **Moderator:** Amy Javernick-Will / University of Colorado Boulder

Time: 15.30 - 17.00

GP10: Getting the politics right to ensure ongoing WASH systems delivery

Convenors: Water For People / WaterAid

Location: Room 7

Changing how systems have worked (or not) for decades or longer is not an easy undertaking. And it is one that requires strategic work within the reality of the context of the local political economy. This engaging session will present practical experiences and research from two Asian and African contexts as well as looking at analysis tool that has been used to understand the best way to assess and implement this work. After a brief presentation, the session will break into small groups to look at a real life example and discuss how to apply the tool most effectively in various contexts.

Presenters/contributors:

Stuart Kempster / WaterAid; Kate Harawa / Water For People, Malawi; Viju James / Independent consultant

F6: The critical role of governments and political will in WASH finance

Convenors: Water.org

Location: Plenary

Spanish and French translations will be available

The session will examine the role of government in blended financial solutions across multiple layers – national, state and district – for countries striving to increase WASH access and coverage, using India's national sanitation campaign, the Swachh Bharat Mission, as an example of how political will can be transformed into action. A fireside chat will explore the realities of transforming political will into action (and budget).

Presenters/contributors:

Manoj Gulati / Water.org-India; Trisha Aggarwala / Centre for Budget and Governance Accountability, India; Depinder Kapur / National Institute of Urban Affairs, India; **Moderator:** Regina Rossman / GIZ

Time: 17.00 - 17.30

CLOSING PLENARY - WASH services for all

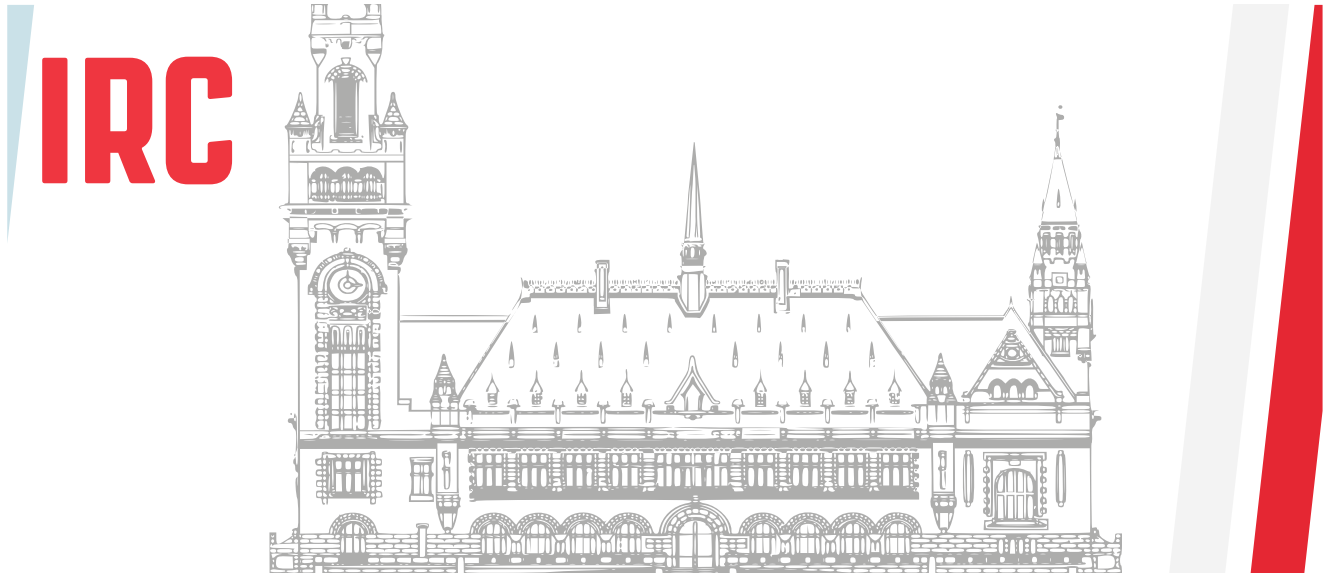
Spanish and French translations will be available

Highlights from Day 2 and short insights with some of the day's experts.

Hosts: Ikenna Azuike and Juste Nansi, Director, IRC Burkina Faso

EVENING EVENTS

Time: 18.00 - 20.00



THE HUMAN RIGHT TO WATER AND SANITATION

Location: Peace Palace

18.00 - 20.00

IRC will host a reception on the Human Right to Water and Sanitation at the Carnegie Peace Palace in The Hague. Important and noted guests from government, business, NGOs and global organisations from around the world have been invited to listen to speakers on the Human Right to water and sanitation at this iconic location.

Our prestigious speakers include:

- Catarina de Albuquerque, former UN Special Rapporteur on Water and CEO of Sanitation and Water for All (SWA)
- Peter Laugharn, CEO of the Conrad N. Hilton Foundation
- Marriët Schuurman, Dutch Human Rights Ambassador
- Liesbeth van Tongeren, Deputy Mayor of The Hague

The event will draw the attention of those present to the ongoing challenge for billions of people worldwide to secure safe and sustainable access to water and sanitation. To deliver this and the other 17 ambitious Sustainable Development Goals by 2030 will require joint effort from all global actors to ensure their human rights are met. We see water and sanitation as being critical to the delivery of all the SDGs.

By invitation only

Time: 18.00 - 22.00

bluedrinks

The Hague



BLUE DRINKS: WASH SYSTEMS SYMPOSIUM EDITION

Location: Cortenaer Bar, Kortenaarsekade 1, The Hague

18.00 - 22:00 | Drinks and networking event

Leaving no one behind: How to support young water leaders' participation in delivering sustainable water and sanitation services?

Presenters: Kala Vairavamoorthy, Executive Director, International Water Association; Vincent Cornelissen, Project Manager at Youth Expert Programmes (YEP) - Netherlands Water Partnership (NWP) - Suzan van der Wilt, YEP alumni & Portfolio Manager at Max Foundation - Jacob Amengor, Chief Coordinator, iWash Africa and IWA Young Leadership Award Winner (via video)

IRC and the International Water Association (IWA) will host the 6th Blue Drinks The Hague event, a parallel networking event on young water leaders' participation in achieving SDG 6. We invite attendees from the Symposium and the general public to attend this 6th Blue Drinks The Hague event. Professionals from and beyond the water and sanitation sector who are interested to engage, to provoke, and to collaborate on this topic are welcome to join this event. Students, young professionals and youth organisations are especially encouraged to attend the network event and be part of the conversation, as well as senior professionals to work with and empower their younger counterparts to become the leaders of today and tomorrow.

Programme

18:00 - Doors Open - Networking for Attendees

19:30 - Introductions to Blue Drinks, Lisa Andrews, IWA and Angela Huston, IRC

19:40 - 20:30 - Empowering Young Leaders - Moderated by Kirsten de Vette, IWA

20:30 - 22:00 - Network with young water leaders and be empowered!

Parallel event open to all, scan the QR code to register for the event:



14 March | Deliver and do

DAY OVERVIEW

THEMATIC AREA AND TRANSLATION AVAILABILITIES

■ GP General programme
■ SH Sanitation and hygiene services
■ SW Safe and sustainable water

■ F Financing WASH
■ FS Fragile states
■ M Measuring and learning

■ CB Skills building workshop
 (SP) Spanish translation will be available
 (FR) French translation will be available

09.00 - 10.00	10.00 - 10.30	10.30 - 11.00	11.00 - 11.30	11.30 - 12.00	12.00 - 12.30	12.30 - 13.30	13.30 - 14.00	14.00 - 14.30	14.30 - 15.00	15.00 - 15.30	15.30 - 16.00	16.00 - 17.00
MORNING PLENARY Making it real (SP & FR)	BREAK	GP11: Beyond collaboration: learning from national and district-level collective action efforts in WASH - Room 7				LUNCH			BREAK			CLOSING PLENARY Moving together toward a shared systems agenda (SP & FR)
										GP13: Sustainable WASH systems: a government driven approach - Room 7		
										GP14: National initiatives to strengthen local WASH systems: experiences from Rwanda and Honduras (SP & FR) - Plenary		
							SH7: Measuring the last mile: discussing new sustainability and equity data across at scale behaviour change programmes - Room 7					
										SH8: Emerging conclusions for sanitation systems thinking (sofa chat) - Room 4		
		SW7: Creating an enabling environment for better performing urban utilities (SP & FR) - Plenary										
							SW8: Moving the needle on safe and sustainable water systems: a synthesis of opportunities and challenges - Room 2					
		F7: The role of different stakeholders in influencing financial flows across the system - Room 5					F8: Using life-cycle costing data to support strategic planning and decision making (SP) - Room 8			F8: Using life-cycle costing data to support strategic planning and decision making (part II) (SP) - Room 8		
							FS5: Community engagement in the Democratic Republic of Congo: opportunities and challenges of applying the building blocks in an adaptive way (FR) - Plenary					
										FS6: Findings on conceptual frameworks for fragile contexts: where do we go from here? - Room 5		
		M6: The power of data in inspiring and measuring systems change - Room 4					M7: Drivers, triggers and factors for success or failure in strengthening government-led monitoring - Room 6					
										M8: Towards WASH service delivery systems approach: using different tools and sources of data - Room 6		
		CB3: System mapping and identifying leverage points- a simplified process for practitioners - Room 1					CB5: Theories of change and how to use them - Room 5					
CB4: What core competencies are needed in WASH? Develop your very own WASH masterplan and see! - Room 2												

14 March | Deliver and do

This day unifies and solidifies the emerging learning from All system go! Sessions will share practical tools for systems change, identify opportunities to scale best-practices and outline how to align actions towards a shared agenda and lasting change. Although it marks the end of the symposium, it's only the start of our collective journey towards a systems approach in WASH.



DAY PROGRAMME

Time: 07.30 - 09.00

REGISTRATION

Time: 09.00 - 10.00

MORNING PLENARY - Making it real

Spanish and French translations will be available

Welcome to the day from Ikenna Azuike and Vida Duti, IRC Ghana

It is time assure that we are moving from theory to practice with systems change. Drawing on les-sons from the housing sector in the UK, this session will discuss some of the common barriers that individuals and organisations face in implementing systems approaches and look at ways to overcome them.

Keynote presentation:

Thinking big: Mindset trumps method in systems change

Katie Boswell, Deputy Head of Funders, Think NPC

Panel discussion:

How to get our politics right and finance the change

Regina Rossman, Advisor, Sustainable Water Policy Programme, GIZ

Moses Ssonko, AG Principal Economist, Ministry of Finance, Planning and Economic Development

Joel Kolker, World Bank

Time: 10.00 - 10.30

BREAK

Time: 10.30 - 12.00

SW7: Creating an enabling environment for better performing urban utilities

Convenors: IRC / IWA / World Waternet / AquaFed

Location: Plenary

Spanish and French translations will be available

Improving service delivery by urban utilities requires a two-track approach. One track consists of programmes geared towards changes at the level of the utility itself to improve its performance. Typically, these consist of measures to reduce non-revenue water, increase the operational ratio and increase the level of service. It may also include activities around strengthening the leadership and governance of the utility. A second track consists of measures to strengthen the enabling environment for utilities. This may include activities around reviewing tariff regulations, institutional reforms that provide adequate autonomy of utilities or programmes to monitor and benchmark performance of utilities. Where the first track is needed to make changes in the performance of the utility, the second track is needed to sustain and scale up the changes. Both tracks are also needed to attract finance to the utilities, that allows them then to further expand and improve services.

Presenters/contributors:

Stef Smits / IRC; Rui Malheiro / IWA; Marieke van Nood / World Waternet; Neil Dhot / Aquafed; Judith Kolen / World Waternet; Steven van Rossum / World Waternet

Time: 10.30 - 12.30

GP11: Beyond collaboration: learning from national and district-level collective action efforts in WASH

Convenors: Tetra Tech / Aguaconsult

Location: Room 7

Principles like harmonisation and alignment are considered necessary conditions for achieving and maintaining universal WASH services yet are difficult to achieve in practice. This panel session will present practical learning from approaches to foster collective action in Cambodia, Ethiopia, Ghana and Uganda followed by discussant commentary and audience Q&A.

Presenters/contributors:

Panelists: Rishi Agarwal / FSG; Vida Duti / IRC Ghana; Lillian Nabasiye / SNV; Geoff Revel / WaterShed; Laura Brunson / MWA;

Discussant: Elizabeth Jordan / USAID

F7: The role of different stakeholders in influencing financial flows across the system

Convenor: Department for International Development (DFID)

Location: Room 5

The session will outline the experience in 3 different countries of using different tools to map and influence budget allocations to improve sustainable, accountable and effective rural water and sanitation budgets and activities. Presentations will cover Gender responsive WASH budget monitoring (Bangladesh), the findings of stakeholder mapping involved in decisions on complex WASH financial flows across sectors (Malawi) and using performance-based funding to influence systems changes (Mozambique). An interactive map of financial flows between WASH systems building blocks will provide a backdrop for an engaging gathering of additional experience and learning from the audience.

Presenters/contributors:

Sydney Byrns / WASH Catalysts; Mohammad Zobair Hasan / DORP; Lisa Rudge / DFID; Evariste Kouassi Komlan / UNICEF

M6: The power of data in inspiring and measuring systems change

Convenor: WaterAid

Location: Room 4

This session starts with an interactive “game” (30 min) and then moves into a conceptual overview of the relationship between data to improved WASH systems (30). The final component of the session is a presentation and discussion of the factors that influence the use of data for improved decision-making based on IRC’s paper.

Presenters/contributors:

Brian Banks / GWC; Felix Knipschild / WASHNote; Nicolas Dickinson / WASHNote; Marieke Adank / IRC

CB3: System mapping and identifying leverage points- a simplified process for practitioners

Convenor: WASH Catalysts / BASEflow

Location: Room 1

You’re sold on the systems approach, but where and how to start applying it? Come and brainstorm ways to identify leverage points and understand a practical system mapping approach without using specialised software or other complicated analysis. Examples are drawn from WASH Catalysts’ recent work with organisations in Malawi.

CB4: What core competencies are needed in WASH? Develop your very own WASH masterplan and see!

Convenor: McGill University / Lund University / Durham University / CHAMEG

Location: Room 2

Always wanted to be a politician? Or a funder? Or a bold civil society leader? Come join a role-play game where you will work with a team to develop a strategic WASH plan for the infamous University Town. This planning game is designed to develop core competencies for solving ‘wicked’ problems like delivering universal and sustainable WASH services in a dynamic context. During the first part of the workshop each group will work to develop a masterplan, followed by a world café where we will look at the process that each group used to get there.

Time: 12.30 - 13.30

LUNCH

Time: 13.30 - 14.30

SH7: Measuring the last mile: discussing new sustainability and equity data across at scale behaviour change programmes

Convenors: WSSCC

Location: Room 7

This session will present WSSCC’s new outcome survey methodology as a practical tool for measuring sustainability and equity outcomes, and discuss combined survey findings from Malawi, Kenya, Tanzania, India, Nepal and Cambodia.

Presenters/contributors:

Carolien van der Voorden / WSSCC

SW8: Moving the needle on safe and sustainable water systems: a synthesis of opportunities and challenges

Convenors: RWSN / Aquaya

Location: Room 2

Participants from the multiple sessions focused on safe and sustainable drinking water services will gather to review key conclusions and priorities for advancing water delivery systems.

Presenters/contributors:

Presenters and Panellists from early Safe Water sessions will be invited for an informal sofa-style discussion open for audience participation

FS5: Community engagement in the Democratic Republic of Congo: opportunities and challenges of applying the building blocks in an adaptive way

Convenors: DRC WASH Consortium / SWIFT Consortium

Location: Plenary

French translation will be available

This session will show and discuss two multimedia presentations followed by a discussion. Each video presents a different story about how different actors are working together with government to improve service provision and to engage communities to improve demand and payment for services in a very fragile context. The first documentary presents an overview of how the Democratic Republic of Congo WASH Consortium is working with 640,000 people in rural communities across DRC to develop sustainable WASH services. In this very fragile context, the DRC WASH Consortium works with local government to promote the programme and engage communities using a demand-driven approach. The second looks at findings from the SWIFT Consortium to explore how teams have been adopting different ways of working, moving away from traditional messaging to explore what motivates change in behaviour.

Presenters/contributors:

Fidelis Folifac / Franck Flachenberg / DRC WASH consortium; Dr. Josué Ibulungu / Oxfam UK; Amisi Kalenga / SWIFT Consortium

M7: Drivers, triggers and factors for success or failure in strengthening government-led monitoring

Convenor: WaterAid

Location: Room 6

The session aims at sharing learning and stimulating discussion around key drivers, incentives and factors for success or failures in strengthening government-led WASH monitoring. The session will include both government and external agencies and donors' perspective to help identify best practices and key drivers that can lead to actual progress for effective monitoring processes in WASH system. It will include the WASHNote experience with the 12 Component Framework for a structured participatory approach.

Presenters/contributors:

Ellen Greggio / WaterAid; Nick Dickinson / WASHNote; Tim Davis / WaterAid Australia; Stuart Kempster / WaterAid UK; Hla Khaing / Department for Rural Development, Myanmar

CB5: Theories of change and how to use them

Convenors: Think NPC

Location: Room 5

Theory of change is a method for organisations to think through what they do and why. Developing a theory of change provides space for reflection and challenges our assumptions about how we work. This is particularly useful for 'systems change' work, which requires us to understand why difficult social problems persist and to challenge our own role in tackling them.

This practical theory of change workshop will introduce the concept, how to apply it to systems change work, and will help you make a start on, or revisit, your own.

Time: 13.30 - 16.00

F8: Using life-cycle costing data to support strategic planning and decision making

Convenor: Water For People / IRC

Location: Room 8

Spanish translation will be available

This interactive session will use evidence and experiences from Honduras, India, and Ethiopia to illustrate the power of having complete life-cycle costing as a way to strategically plan and advocate for systems strengthening when speaking at a regional or national level. After brief presentations by the presenters, there will be a fish bowl panel discussion exploring the key themes of tools and how evidence has been used to influence and support planning and decisions making.

Coffee break will be from 14.30 - 15.00

Presenters/contributors:

Tupac Mejia / Water For People; Mesfin Geremew / World Vision and the Millennium Water Alliance; Rushika Shiva, IRC India
Trisha Aggarwala / Centre of Budget and Governance Accountability; **Moderator:** Kim Lemme / Water For People

Time: 14.30 - 15.00

BREAK

Time: 15.00 - 16.00

GP13: Sustainable WASH systems: government-driven approach

Convenors: Millennium Water Alliance (MWA) / WASH Catalysts

Location: Room 7

This session will provide perspectives from both government leaders and NGO practitioners about the importance of, and approaches to, strengthening government leadership of WASH initiatives. Although many NGOs claim to value government leadership, many also struggle with finding effective ways to engage- often citing challenges with tight timelines, budgets, or even capacity. Government partners will provide a perspective on their role as leaders of WASH initiatives and NGOs will provide some techniques and lessons learned about how NGOs can do a better job of partnering with and supporting government in their leadership role for improved sustainability of WASH initiatives.

Presenters/contributors:

Tedla Mulatu / MWA Ethiopia; Kenneth Owuocha / MWA Kenya; Sydney Byrns / WASHCatalysts; Yimer Habtie / Bureau of Water, Irrigation and Energy, the Amhara National Regional State; Anthony Mensah / Ministry of Water, Ghana **Moderator:** Laura Brunson / MWA; Keith Wright / MWA

GP14: National initiatives to strengthen local WASH systems: experiences from Rwanda and Honduras

Convenors: Agenda For Change / Para Todos Por Siempre (PTPS)

Location: Plenary

Spanish and French translations will be available

This session looks at how local level WASH systems strengthening can scale to have a national impact – through describing two case studies and having a panel discussion which provides a more comprehensive set of experiences around building national systems to support local action.

Presenters/contributors:

Martin Rivera / The PTPS initiative, Honduras; Fidele Nteziyaremye / National WASH Secretariat, Rwanda

SH8: Emerging conclusions for sanitation systems thinking (sofa chat)

Convenors: Eawag

Location: Room 4

This session is organised as a sofa chat with sanitation sector experts from around the world. We will highlight the main conclusions from the debate on systems thinking for both urban and rural sanitation and how to move forward with sustainable sanitation services.

Presenters/contributors:

Depinder Kapur / National Institute of Urban Affairs (NIUA), New Delhi, India; Elizabeth Tilley / University of Malawi

FS6: Findings on conceptual frameworks for fragile contexts: where do we go from here?

Convenors: Oxfam UK / Water for Good / Chemonics / Welt Hunger Hilfe

Location: Room 5

The session objective is to bring together key topics and themes that have been discussed during the course of the symposium, with respect to fragile states, and highlight them as key points for further discussion beyond the symposium. There is growing interest in answering how to address the complex issues around sustainable WASH services in fragile environments. There will be a discussion to determine the possible emerging community of practice around building systems in fragile states, in view of engaging with the theme beyond the symposium.

Presenters/contributors:

Joanna Trevor / Oxfam UK; David De Armev / Water for Good; Will Tillet / Aguaconsult

M8: Towards WASH service delivery systems approach: using different tools and sources of data

Convenors: Akvo

Location: Room 6

This participatory session will highlight the “What’s next” in terms of systems approaches to data for WASH monitoring at national scale. We will highlight the need to move from tool innovation to system innovation, and from single tools to tools and databases which are interoperable. This session will drive home the necessity of sharing, interpreting and using data for the benefit of the communities it comes from.

Presenters/contributors:

Brian Banks / GWC; Nick Dickenson / WASHNote; Elizabeth Jordan / USAID

Time: 16.00 - 17.00

CLOSING PLENARY - Moving together toward a shared systems agenda

Spanish and French translations will be available

The closing plenary focuses on finding our place in a shared agenda and will discuss how political leadership can catalyse progress towards the achievement of the water, sanitation and hygiene targets

From inspiration to action: moving towards a shared systems agenda

Convened by Sanitation and Water For All

Keynote speakers

Hon. Cecilia Abena Dapaah, Minister of Sanitation and Water Resources, Ghana

Partnerships, politics of collaboration: How to get it right?!

Catarina de Albuquerque, Chief Executive Officer, Sanitation and Water for All

Key takeaways from symposium and finding our shared agenda:

Transformative change in the making, insights from the thematic programme

Angela Huston, IRC, on behalf of the All systems go! content team

Final thank you and closing from symposium hosts

Ikenna Azuike

Patrick Moriarty, CEO, IRC

Juste Nansi, Director, IRC Burkina Faso

Vida Duti, Director, Director, IRC Ghana

Hosts:

Ikenna Azuike

Vida Duti, Director, Director, IRC Ghana



Side events

Side events

12 March

BREAKFAST MEET & GREET WITH THE CONRAD N. HILTON FOUNDATION - *By invitation only*

Location: Kantine, Fokker Terminal
07.30 - 08.45 | Breakfast session

A breakfast meet and greet with the Conrad N. Hilton Foundation's President and CEO, Peter Laugharn. During this hour-long breakfast, the Safe Water team and Peter will provide a broad overview of the Foundation's vision and strategy for achieving sustainable water services at the district- and national-levels across six countries in sub-Saharan Africa. The breakfast will also be attended by the local government authorities and mayors from Burkina Faso, Ghana, Ethiopia, and Uganda – who are key leaders and partners in translating the vision of sustainable water services by 2030 into action.

SUSTAINABLE AND UNIVERSAL ACCESS TO SANITATION, WATER AND HYGIENE - *Open to all* **ASWA II NL 2019-2023 LAUNCH**

Location: Kantine, Fokker Terminal
12.30 - 13.30

The Dutch Ministry of Foreign Affairs (DGIS) and UNICEF will launch a new and exciting program "Sustainable and Universal Access to Sanitation, Water and Hygiene", ASWA II NL. The program will run from 2019 to 2023 and focuses on monitoring in Africa. This program builds on previous collaborations in West Africa.

BENIN MEET AND GREET - *Open to all*

Location: Food court
12.30 - 13.30

Are you working in West Africa or interested in getting to know Michiel Smet and Aimé Sèdégan, the water experts at the Netherlands embassy in Benin? Come join us during lunch for an informal meet and greet.

AGENDA FOR CHANGE RECEPTION - *By invitation only*

Location: the Lounge, Fokker Terminal
17.30 - 18.30 | Dinner sessions

Come to mingle with representatives from Agenda For Change members and potential members, as well as friends of Agenda for Change for a casual drop in affair between the end of the sessions and dinner. There will be drinks and snacks.

13 March

WASH BASINS TOOLKIT AWARENESS-RAISING & FEEDBACK SIDE MEETING - *Open to all*

Location: Room 7, Fokker Terminal
07.30 - 09.00

Arup has committed £5 million over five years, through the 'Global Challenge Fund' to projects which contribute towards achievement of the UN Sustainable Development Goals. WASH Basins, a collaborative project between Arup and FRANK Water, is one of nine projects currently being funded.

Learn about the WASH Basins Toolkit, an integrated water resource management (IWRM) toolkit developed for local government agencies to secure the provision of safe drinking water and sanitation. Target local agencies include Village Water & Sanitation Committees (VWSCs), Gram Panchayats (Village Clusters) and District Governments. The toolkit will include structuring a WRMP, managing data, utilising existing data streams, inclusive WASH management and long-term planning. FRANK Water's partners will support delivery of the toolkit following its completion.

FDW STORIES FOR SENSEMAKING AND BRILLIANT MISTAKES - *Open to all*

Location: Room 7, Fokker Terminal

12.00 - 13.30 | Lunch session

In our increasingly complex world, evidence based, quantitative research has severe limitations. Actors and factors that are mutually intertwined and constantly on the move, cannot be captured in numbers alone. We need new ways to understand the complex settings in which our projects operate.

Novel methodologies and tools such as narrative research, allow us to collect qualitative data (stories) and turn these into quantitative insights (patterns), while maintaining access to the wealth and nuances of the stories themselves. This brings new opportunities to learn lessons for current and future interventions.

This February, RVO.nl is conducting a short sensemaking pilot in three Sustainable Water Fund (FDW) WASH projects in Ghana, Kenya and Rwanda. The pilot findings as well as the sensemaking methodology (Sprockler) will be shared with you during this symposium lunchtime session.

Furthermore, you will be given first-hand experience with narrative research, through a live inquiry on 'Brilliant Mistakes'. During this joint and interactive reflection, we will collect key insights from your stories as well as those from the FDW project leads, to expedite the learning of lessons for innovation.

All in all, you will go home with the understanding of a new sensemaking methodology, examples from FDW cases in the field, a rich set of brilliant mistakes from you and your peers, and some shared insights for the future.

14 March

SAFE WATER STRATEGIC INITIATIVE'S MONITORING, EVALUATION AND LEARNING FRAMEWORK -

By invitation only

Location: Kantine, Fokker Terminal

07.30 - 08.45 | Breakfast session

Come and learn about the Conrad N. Hilton Foundation's Safe Water Strategic Initiative's Monitoring, Evaluation and Learning (MEL) framework, and how it relates to your work! Developed in partnership with Stanford University Program on Water, Health and Development, the MEL framework serves to assess the Safe Water Strategic Initiative's Theory of Change, guide investment decisions toward cost-effective solutions, and generate learning of value to the Foundation and its partners to amplify impact on SDG 6.

Members of the Foundation's Safe Water team and Stanford will provide an overview of the Foundation's Theory of Change, how the MEL framework emphasizes a systems thinking approach, and the value of the framework for the Foundation and its partners.

BOOK LAUNCH (KATE NEELY WITH PRACTICAL ACTION) - *Open to all*

Location: Food court

12.30 - 12.45

Come join Dr. Kate Neely for the launch of new book 'Systems thinking and WASH: Tools and case studies for a sustainable water supply.' Come explore a copy of the book-- hot off the press-- and chat with Kate and co-authors about our favourite topic.



Thematic leads

Thematic leads

OVERALL SYMPOSIUM FOCUS

Using and adapting systems approaches for real impact. Learning from WASH and beyond.



Angela Huston joined IRC as a Programme Officer in the International and Innovation Programme in November 2016. Her work is centred around the monitoring and sanitation portfolios, primarily in Africa. She is a significant contributor to the research and methodological development of the IRC WASH Systems strengthening approach and the planning, monitoring, and learning group. Angela is a lifelong water resource and environmental advocate who transitioned into the WASH sector after an extended period living among economic water scarcity inspired her to take a more human-centred approach to sustainable development.

Angela has a B.Sc. in Environmental Chemistry, an M.Sc. in Civil Engineering, and is currently pursuing a Ph.D. that uses systems thinking to explore the viability of WASH programmes and services. She is experienced in dialogue facilitation and arts-based methods that invite people from all backgrounds to engage as active members in civil society and problem solving.

SANITATION AND HYGIENE

Understanding the systemic shifts necessary for sustained demand, provision and use of sanitation and hygiene services.



Erick Baetings holds a master's degree (MSc) in Water and Environmental Management for Developing Countries from the University of Technology, Loughborough, England. He has worked for more than 30 years in the water, sanitation and hygiene (WASH) sector and gained extensive working and living experience in Nepal and Bhutan (14 years), Zambia (four years) and Lao People's Democratic Republic (four years). Since his return to the Netherlands he has travelled regularly for short assignments to Bangladesh, Bhutan, Cambodia, Indonesia, Nepal and Vietnam in Asia, and Ethiopia in Africa.

Erick is a sanitation expert with rural and urban experience in developing result monitoring frameworks, facilitating sector learning, developing rapid assessment tools and applying these for sanitation related research (e.g. supply and demand studies and urban faecal waste flow assessments). He is currently working on a new results framework for the Global Sanitation Fund and developing an action research framework for the USAID Transform WASH programme in Ethiopia. His work to further develop the faecal waste flow calculator to assess and map urban faecal waste flows and associated practices is continuing.



Dr. Christoph Lüthi is an urban infrastructure planner with over 25 years of experience in planning and design of urban infrastructure in middle and low-income countries. He has a Master's Degree in Urban Development Planning from the University College of London (UCL), and a PhD in Urban Planning and Engineering from the TU Berlin. He has worked on urban planning and basic urban service provision in several African and Asian countries.

In 2005 he joined Sandec as Leader of the Strategic Environmental Sanitation Planning Group. At Sandec he works on state-of-the-art planning tools and frameworks such as Sanitation 21 or CLUES: Community-Led Urban Environmental Sanitation.

Since 2015 he heads the research department for Sanitation, Water and Solid Waste for Development (Sandec).



Ruchika Shiva is the Country Coordinator for India, she has been working with IRC for five years. She is responsible for initiating and managing partnerships, conceptualizing projects with partners to develop the India Country Programme of IRC. She has worked on the Community Water Plus project and a sanitation assessment of the Nashik Kumbh Mela. She has been involved with rapid assessment for water and sanitation services in urban landscapes. Ruchika is leading the work of IRC on building capacities of CSOs to influence local governments for WASH services.

Prior to IRC, Ruchika has worked with the India Chapter of Plan International for seven years in varied capacities. She played a crucial role in managing programmes in Bikaner (Rajasthan) and urban slums in Delhi. She actively managed grants from international donors specifically on School WASH in 7 states (Uttarkhand, Uttar Pradesh, Bihar, Odisha, Rajasthan, Delhi and Andhra Pradesh). Ruchika, in the early stages of her career, has also worked with grassroots organizations focusing on children in difficult circumstances.

SAFE AND SUSTAINABLE WATER

Systemic approaches to increasing safety and sustainability of drinking water service delivery.



Ranjiv Khush is the co-founder and Executive Director of the Aquaya Institute (Aquaya), an international non-profit research and consulting organization. Aquaya is dedicated to building an evidence-base that improves the effectiveness of water and sanitation development efforts in low-resource settings.

Aquaya's Monitoring for Safe Water initiative, currently funded by the Conrad N. Hilton Foundation, builds local capacity for water quality monitoring across sub-Saharan Africa. Under the Water, Sanitation and Hygiene Partnerships for Learning and Sustainability (WASHPaLS) program, which is funded by USAID and managed by Tetra Tech, Aquaya is evaluating rural sanitation improvement efforts in Asia and Africa. Aquaya is also studying urban sanitation economics through research assignments with Water and Sanitation for the Urban Poor (WSUP). To promote the development of African water and sanitation researchers, Aquaya has established the AquayaLEARN fellowship program for graduate students.

FINANCING WASH

A systems approach to financing WASH.



Catarina Fonseca, IRC Head Innovation and International Department, is an economist with 21 years of experience in development cooperation and 18 in the water supply and sanitation sector. She has pioneered sector development on the understanding of life-cycle costs and financing. She is part of the IRC management team, is Head of the International and Innovation Programme of IRC and is the Watershed: empowering citizens Director. Catarina has a passion for evidence and data in support of good governance (acknowledging it's a tough call).

Before IRC, Catarina worked with a Portuguese NGO on participatory approaches in urban slums with a gender and equity emphasis. Catarina holds a PhD in Water Sciences (Cranfield University, UK), a MAs in Development Studies specialised in agriculture and rural development (International Institute of Social Studies, The Netherlands) and was originally trained as an Economist (MSc, Lisbon School of Economics and Management, Technical University, Portugal).

FRAGILE STATES

Systems building in fragile states: understanding risks and opportunities for systems strengthening in a rapidly changing environment.



David De Armey, Director of International Partnerships at Water for Good, has been overseeing the organization's relationships within the water sector network in the Central African Republic (CAR). David has provided leadership in advocating for improvements in the norms and directives that govern the water sector in CAR. He has also established coordination and communication systems to increase data availability for all WASH sector and WASH cluster members at a national level.

After joining Water for Good five years ago, David completed a Master of Science in Management for Sustainable Development in Ireland, with his research thesis focused on supply chains and governance in rural Central African Republic.

Water for Good has been working exclusively in the Central African Republic since 2004 with a strong focus on the development of a circuit rider maintenance model since then, collecting maintenance, spare parts, and community data electronically for the past 7 years.

MEASURING AND LEARNING

Measuring and learning about the WASH system and its strength.



Kate Neely is a researcher in the Melbourne School of Government. Kate is working on understanding research translation/mobilization practices and policy. She has qualifications in Chemistry, Biology, Adult Education, International Development and Sociology and has worked as an educator and researcher in the Kingdom of Tonga, Timor Leste and the Northern Territory of Australia.

Her doctoral research was based in Timor Leste and applied Complex Adaptive Systems theory in order to understand the robustness (or otherwise) of spring fed water systems.



Heather Skilling is the Principal Global Practice Specialist for WASH with DAI and a Consultant to the World Bank Global Water Practice.

She is an economist with more than 30 years of experience in strengthening water and sanitation service delivery in developing countries including serving as Senior Water and Sanitation Advisor with the Water Office of USAID.

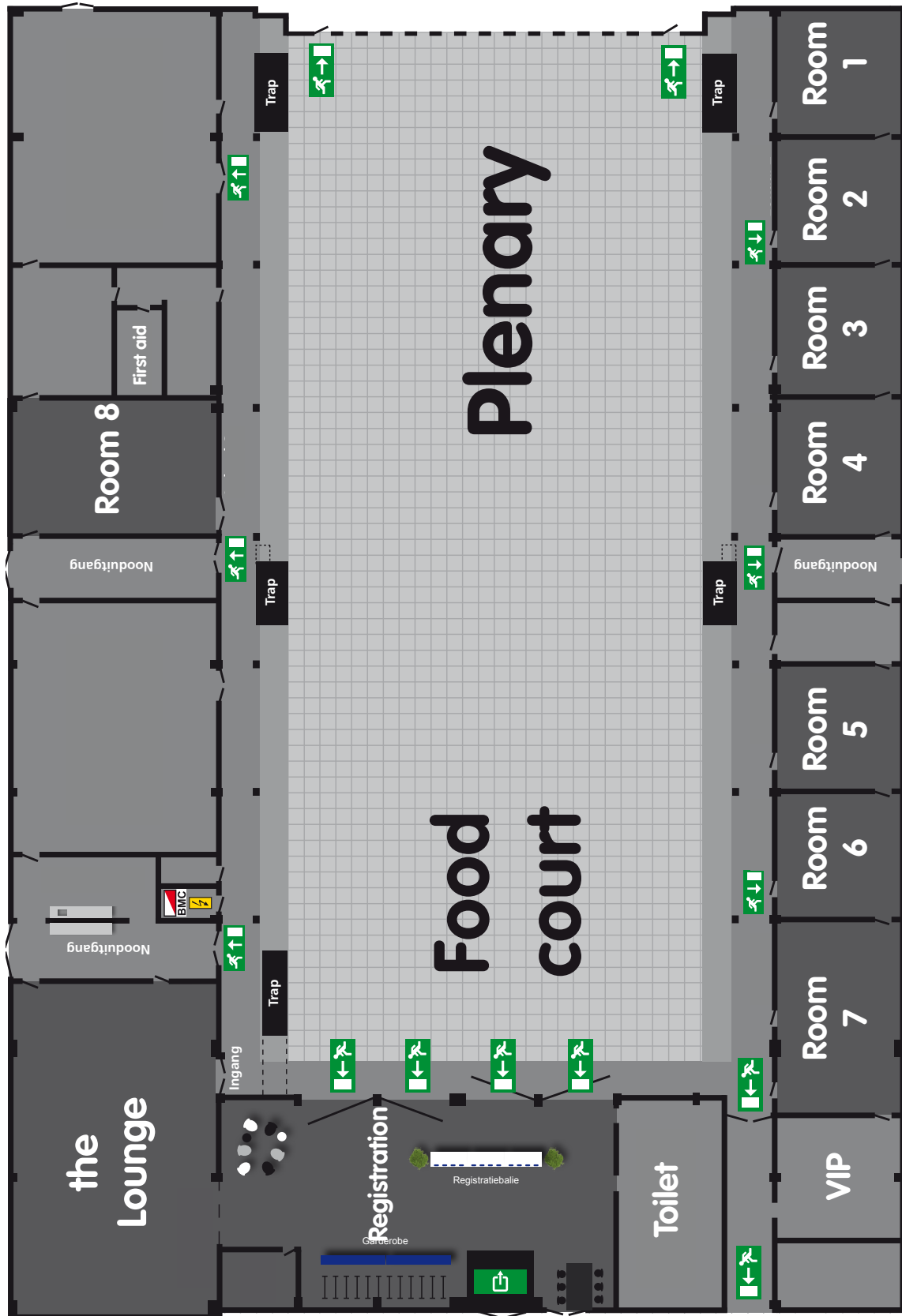
Recent work includes analysis with WaterAid UK of the ways in which donors are monitoring and measuring systems' change in WASH.



Jeffrey Walters is an assistant professor of civil engineering at George Fox University (GFU). His research seeks to develop participatory systems-based decision support techniques to improve engineering practice and policy for sustainable rural and urban infrastructure system design and management in developing world contexts.

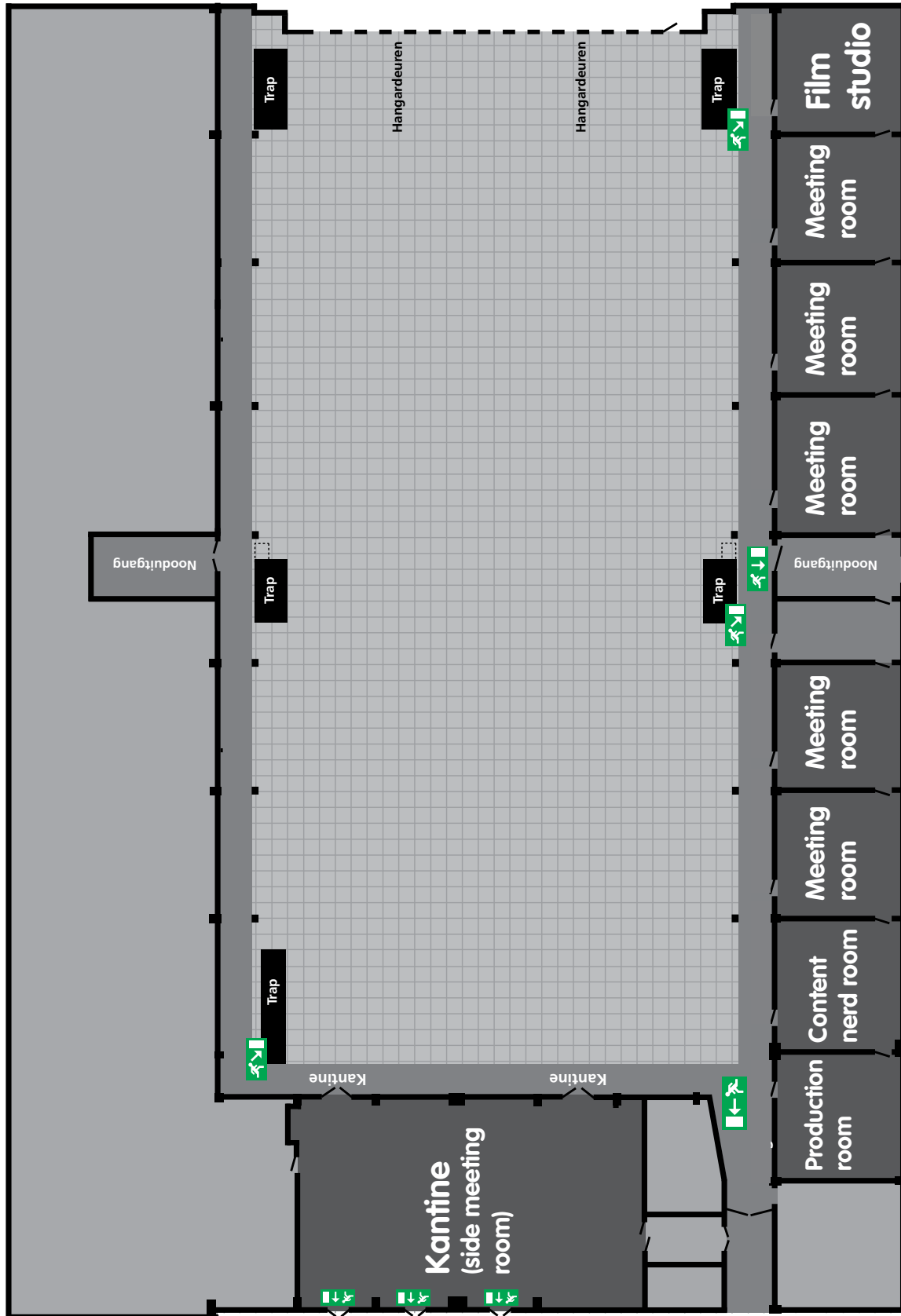
His future research seeks to apply systems thinking concepts and modeling techniques to develop sustainable engineering- and management-based solutions for water, food and energy service provision in low resource urban and peri-urban contexts. He has recently begun spearheading a new multidisciplinary program at GFU in Global Engineering & Development.

Floor plan - Ground floor



FOKKER TERMINAL BEGANE GROND

Floor plan - First floor



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